Performance Report Card General Services Department Fiscal Year 2009

Performance Overview: General Service Department (GSD) reporting of all measures improved in FY09 with significant gains in the condition of the Risk Management Program with the five of the six risk funds achieving a target of a 50 percent reserve ratio. Unfortunately, concerns regarding the financial condition of the workers compensation fund remain as losses continue to outpace projections. Although improvements have been made, data reliability remains an issue. Moderate improvements related to customer service and satisfactions are reported for the State Purchasing Program as well as the collection of accounts receivable for the Transportation Program. GSD recently completed the financial audits for FY06 through FY08. In response, GSD has developed a formal corrective action plan to address the large number of audits findings identified and improve accountability.

| | Risk ManagementBudget:FTE:Program\$108,283.365 | | | FY08 Actual | FY09 Target | Q2 | Q3 | Q4 | FY09 Annual | Rating |
|----------------|---|-----|-----------|----------------------|----------------------|----------------------|----------------------|----------------------|----------------|--------|
| 1 | Number of state work on modified duty (ea | | claimants | 503 | ×600 | Reported Annually | Reported Annually | Reported Annually | 587 | Y |
| 2 | Percent of total liabil litigation | 89% | 85% | Reported Annually | Reported Annually | Reported Annually | 99% | G | | |
| 3 | Projected financial position of the workers compensation fund** | | | 4% | 50% | Reported Annually | Reported Annually | Reported Annually | 13% | R |
| 4 | Projected financial position of the public liability fund** | | | 46% | 50% | Reported Annually | Reported Annually | Reported Annually | 53% | G |
| 5 | Projected financial position of the public property fund** | | | 328% | 50% | Reported Annually | Reported Annually | Reported Annually | 328% | G |
| 6 | Projected financial po compensation fund** | 25% | 50% | Reported Annually | Reported Annually | Reported Annually | 138% | G | | |
| Program Rating | | | | | | | | | | |

Comments: The financial condition of the risk management program has stabilized and significant improvements have been made in the public liability, public property and unemployment compensation funds. However, losses related to workersø compensation claims continue to exceed projections resulting in limited improvement to the financial position of the workersø compensation fund. In FY10, GSD received a \$10 million revenue enhancement through rate increases and is requesting an additional \$5 million in FY11 in order to improve solvency to the workers compensation fund.

| He | Health Benefits Program Budget: FTE: \$382,388.0 0 | | | FY08 Actual | FY09 Target | Q2 | Q3 | Q4 | FY09 Annual | Rating |
|-----|---|-----|-----|----------------|----------------|----------------------|----------------------|----------------------|----------------|--------|
| 7 | Percent change in state employee medical premium compared to national average | | | | Ö3% | Reported Annually | Reported Annually | Reported Annually | -2.9% | G |
| 8 | Percent of eligible state employ state health insurance | 90% | 90% | 92.9% | 83.3% | 97.5% | 97.5% | Y | | |
| 9 | Percent change in state employee dental premium compared to national average | | | 3% | ÖB% | Reported Annually | Reported Annually | Reported Annually | -2.9% | G |
| 10 | Number of small local public b 50 employees) newly enrolled health plans (cumulative) | | | 12 | 10 | 0 | 2 | 0 | 4 | R |
| 11 | Percentage of state group prescriptions filled with generic drugs | | | | 80% | 75% | 77% | 76% | 76.4% | Y |
| Pro | ogram Rating | | | | | | | | | Y |

Comments: For FY09, GSD requested and received an average 7.6 percent increase for medical and dental premiums; therefore it is unclear why GSD reported a zero percent change (#7 & #9). GSD has not provide any evidence to support the fluctuation in percent of employees purchasing state health insurance as a 14 percent shift (3,000 employees) between Q3 and Q4 does not seem realistic given limitations regarding plan participation. The number of small local public bodies newly enrolled in state group health plans does not represent the number who actually elected to participate, rather a measure of those who were contacted about the possibility of participating (#10).

| | | Budget: \$11,623.9 | FTE: 38 | FY08 Actual | FY09 Target | Q2 | Q3 | Q4 | FY09 Annual | Rating |
|----|---------------------------------------|--------------------|---------|----------------|----------------|-----|-----|-----|----------------|--------|
| 12 | 12 Percent of short-term vehicle use* | | | 67% | 80% | 97% | 83% | 85% | 90% | G |

| 13 | Percent of total TSD accounts receivable dollars uncollected 120 days after invoice due date | 41.4% | 10% | 33% | 48% | 21% | 21% | R |
|-----|--|-------|-------|------|------|------|------|---|
| 14 | Percent of cars and other light duty vehicles purchased by state agencies that exceed existing federal fuel efficiency standards for passenger vehicles | 94.5% | 94.5% | 100% | 100% | 100% | 100% | G |
| 15 | Percent of total transportation fuels used by state agencies that are produced from renewable sources | 4% | 10% | 4.3% | 4% | 9.4% | 6.7% | R |
| 16 | Percent of passenger vehicle lease revenues to expenses | 100% | 100% | 142% | 71% | 99% | 99% | G |
| 17 | Percent of total available aircraft fleet hours utilized | 88% | 90% | 77% | 46% | 76% | 64% | R |
| Pro | ogram Rating | | | | | | | Y |

Comments: GSD reports improvements in the total TSD accounts receivable dollars uncollected 120 days after invoice due date as discrepancies in billing statements have been corrected. The percent of total transportation fuel used by state agencies that are produced from renewable sources will be removed from GSD¢s reporting requirements at the end of FY09, as GSD does not control the source of fuel used by state agencies (#15). The percent of total available aircraft fleet hours used improved slightly in the 4th quarter; however, overall flight usage continues to decline as GSD reports a total of 497 total flight hours for FY09 as compared to 607 in FY08. Agency budget constraints continue to impact GSD¢s ability to provide this service.

| Spa and | ilding Office ace Management Budget: FTE: I Building \$15,206.9 173 rvices Program | FY08 Actual | FY09 Target | Q2 | Q3 | Q4 | FY09 Annual | Rating | | | | | |
|------------|--|----------------|----------------|----------------------|----------------------|----------------------|----------------|--------|--|--|--|--|--|
| 18 | Percent of state-controlled office space occupied* | 90.3% | 90% | 90% | 90% | 90% | 90% | Y | | | | | |
| 19 | Percent of property control capital projects on schedule within approved budget* | 91.2% | 90% | 93% | 96% | 91.5% | 91.5% | Y | | | | | |
| 20 | Percent of operating costs for Santa Fe state- owned buildings below industry standard | New Measure | Ö5% | Reported Annually | Reported Annually | Reported Annually | -12% | G | | | | | |
| 21 | Percent of Building Service Division employees satisfied with administrative support, management direction and employee training | 85.2% | 87% | 89.6% | Semi Annual | 86% | 86% | G | | | | | |
| 22 | Percent of electricity purchased by state agencies from renewable energy sources. | New Measure | 90% | 90% | 90% | 90% | 90% | Y | | | | | |
| 23 | Annual percentage reduction of greenhouse gas emissions for state-owned building service by BSD relative to FY05 baseline | 84.7% | 3% | Reported Annually | Reported Annually | Reported Annually | 84.68% | G | | | | | |
| 24 | Percent of major facility equipment replaced in Santa Fe buildings that reached expected life | New Measure | 85% | Reported Annually | Reported Annually | Reported Annually | 100% | G | | | | | |
| Pro | ogram Rating | | · | Program Rating | | | | | | | | | |

Comments: The percent of operating costs for Santa Fe state-owned buildings below industry standard is measured by comparing BSD¢s operating costs to the Building Owners and Managers Association experience and exchange report with GSD reporting in excess of industry standard (#20). The annual percentage reduction of greenhouse gas emissions for state-owned building service by BSD is a result of BSD¢s participation in the PNM Sky Blue Program. Electricity consumption increased by over 5 percent during the period, but purchased offsets in the renewable energy program (#22). In addition, natural gas consumption declined by nine 9 percent during this same period

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|-----------------------------------|--|-------------------|--------|--------|-----------|----------------------|----------------------|----------------------|--------|--------|
| Procurement Services Budget: FTE: | | FY08 | FY09 | Q2 Q3 | | Q4 | FY09 | Rating | | |
| Pro | Program \$2, | | 26 | Actual | Target | Target Q2 | | Qτ | Annual | Rating |
| 25 | Percent of customers sati services | isfied with procu | rement | 80% | 80% | Reported Annually | Reported Annually | Reported Annually | 84% | G |
| 26 | Number of small busines | 313 | 75 | 28 | 38 | 116 | 235 | G | | |
| 27 | 27 Number of government employees trained on Procurement Code compliance and methods | | | 510 | 500 | 87 | 0 | 163 | 250 | R |
| _ | D. C | | | | | | | | | V |

Program Rating

Comments: The percent of customers satisfied with procurement services exceeded the targeted performance as measured by a customer satisfaction survey emailed to State Purchasing Division clients (#25). GSD exceeded the number of small business clients assisted as measured by the number of walk-in clients and excludes those assisted by phone (#26). However, the number of government employees trained on Procurement Code compliance and methods remains low with GSD citing a lack of staff as its primary challenge to improving this performance. For FY11, GSD should begin reporting the number of Procurement Code violations committed and number of emergency procurements issued.

| | te Printing vices Program | Budget: \$2,787.4 | FTE: 26 | FY08 Actual | FY09 Target | Q2 | Q3 | Q4 | FY09 Annual | Rating |
|-----|--|----------------------|------------|----------------|-----------------|-----|-----|-----|----------------|--------|
| 28 | Percent of individual p even, including 60 day | - | | 95% | 95% | 93% | 93% | 93% | 93% | Y |
| 29 | Sales growth in state pr with previous fiscal yes | New | 25% | 8.9% | Semi- annual | 39% | 39% | Y | | |
| Pro | ogram Rating | | | | | | | | | Υ |

Comments: GSD reports that sales growth in state printing revenue can be attributed to the 60-day Legislative Session in January 2009 compared to the 30-day Legislative Session in 2008. In addition, GSD reports increased efficiencies related to digital printing as compared to traditional offset printing.

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|----|---|-----------------------|------------|----------------|----------------|----------------------|----------------------|----------------------|----------------|--------|
| | ogram Support ogram | Budget: \$4,023.0 | FTE: 40 | FY08 Actual | FY09 Target | Q2 | Q3 | Q4 | FY09 Annual | Rating |
| 30 | Percent of prior year | audit findings resolv | /ed | 0% | 95% | Reported Annually | Reported Annually | Reported Annually | 11.5% | R |
| 31 | Average number of w purchase orders and i | 2 | PO:4/Inv:8 | PO:1/Inv:2 | PO:1/Inv:1 | PO:1/Inv:1 | PO:1/Inv:1 | G | | |
| 32 | Percent of external customers satisfied with billing services | | | 80% | 85% | Annual Measure | Annual Measure | Annual Measure | 76.5% | R |
| | | | | | | | | | | |

Program Rating

Comments: In FY09, GSD completed the financial audits for FY06 through FY08. Each audit received a qualified opinion identifying 26 auditing findings, three of which were corrected in FY08.

^{*} Denotes House Bill 2 measure

^{**} The õprojected financial positionö or actuarial position is a comparison of the estimated outstanding losses with projected assets to meet them.